



SHERYL L. SPILLER  
Director

County of Los Angeles  
**DEPARTMENT OF PUBLIC SOCIAL SERVICES**

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Tel (562) 908-8400 • Fax (562) 695-4801



September 19, 2013

The Honorable Janice Hahn  
2242 Rayburn House Office Building  
United States House of Representatives  
Washington, D.C. 20515

Board of Supervisors  
GLORIA MOLINA  
First District  
MARK RIDLEY-THOMAS  
Second District  
ZEV YAROSLAVSKY  
Third District  
DON KNABE  
Fourth District  
MICHAEL D. ANTONOVICH  
Fifth District

Dear Representative Hahn:

As the Director of the Los Angeles County Department of Public Social Services (DPSS), I would like to take this opportunity to inform you of a broad range of social services available to low-income residents in your district and across Los Angeles County.

DPSS administers a number of Federal, State and County-funded programs designed to meet critical safety-net needs, including cash assistance for families with children and adults; employment services to promote self-sufficiency and independence; free and low-cost health insurance; in-home care for frail, elderly, and disabled adults; and food assistance benefits. The enclosed **Programs and Services Overview** (Enclosure I) provides details about what we do to help your constituents based on their circumstances.

Although Los Angeles County's economy is improving, persistent high unemployment rates continue to present a tremendous challenge. An increasing number of families and individuals have turned to public service agencies such as DPSS to help sustain their basic daily needs.

I have enclosed a **DPSS Caseload Characteristics Report for Los Angeles County** (Enclosure II) which identifies the number of families and individuals receiving the services we offer by age, gender, citizenship status, language, and ethnic origin. Also enclosed is a customized **DPSS Caseload Characteristics Report for your district** (Enclosure III). Please note that some of your constituents may receive more than one type of DPSS assistance, and therefore appear more than once in the enclosed Caseload Characteristics Report.

Additionally, enclosed is **Selected Data for Los Angeles County** (Enclosure IV) which provides caseload summary, homeless data, and unemployment rates. During May of 2013, a total of 2,519,023 adults and children in Los Angeles County benefitted from programs administered by DPSS. In your district, 285,080 of your constituents utilized programs administered by DPSS during this same period. The customized data were based on the new legislative boundaries.

***"To Enrich Lives Through Effective And Caring Service"***

The Honorable Janice Hanh  
September 19, 2013  
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DPSS provides services to your constituents at offices throughout Los Angeles County. Our offices are open Monday through Friday, from 8:00 a.m. to 5:00 p.m. A **2013 DPSS Directory of Services** outlining all of our offices and the services provided at each office is provided (Enclosure V) and a Customized Office Listing (Enclosure VI) showing DPSS offices serving residents in your district.

DPSS is available to arrange **customized tours and workshops** to help you or your staff become better acquainted with our constituents, staff, managers, operations, programs, and services. Included for your reference is a **Tours & Activity List** (Enclosure VII). Please contact Nestor Requeno, Director of Intergovernmental Relations Section, at (562) 908-8517, for any additional information and to assist you in coordinating a tour.

Finally, included is a Fact Sheet describing the **DPSS Community Services Block Grant** (Enclosure VIII). This program assists low-income families and individuals to achieve economic self-sufficiency through a variety of services addressing employment, education, housing assistance, nutrition, and health-related services.

We look forward to working with you in the years to come. If you have any questions about our services, please contact me at (562) 908-8383 or you may contact Nestor Requeno.

Sincerely,

A handwritten signature in cursive script that reads "Sheryl L. Spiller (PSA)".

Sheryl L. Spiller  
Director

SLS:ty

Enclosures

## Los Angeles County Department of Public Social Services Programs and Services Overview

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The Department of Public Social Services (DPSS) serves a diverse community through a variety of federal, State, and County-funded programs designed to alleviate hardship and promote health, personal responsibility, and economic independence. DPSS administers the CalWORKs, CalFresh (Food Stamps), Medi-Cal, General Relief (GR), and In-Home Supportive Services (IHSS) Programs, and the Cash Assistance Program for Immigrants (CAPI) to low-income residents of Los Angeles County through dozens of DPSS Offices and other public and non-profit agencies located across the County. The following provides a description highlighting some integral components of these programs.

**CalWORKs**: State and federally-funded temporary cash assistance for low-income families with children and any combination of the following, as necessary:

- ***Greater Avenues for Independence (GAIN) Program***: CalWORKs applicants and participants are prepared to find and maintain employment. Eligible CalWORKs applicants are engaged during the first points of contact with DPSS, and once participating in GAIN, they are provided with case management, employment services and ongoing supportive services. In addition, participants receive assistance in resolving or clearing their Welfare-to-Work (WTW) non-compliance or pending sanction through the GAIN Sanction Home Visit Outreach Project, which employs intensive case management to identify services participants need to overcome employment barriers.
- ***CalWORKs Housing Program***: Program provides a number of services and benefits designed to assist CalWORKs homeless families, or families at risk of homelessness, to prevent eviction or move out of their current situation and into affordable permanent housing. Benefits include temporary shelter, permanent housing, moving assistance, short-term rental subsidy, assistance to prevent eviction, relocation assistance, and case management services.
- ***CalWORKs Specialized Supportive Services***: Mental health, domestic violence, and substance abuse services are provided to participants in need of services.
- ***Supplemental Security Income Assistance Program (SSIAP)***: SSIAP workers provide physically and mentally disabled CalWORKs participants with assistance and advocacy support throughout the SSI application process. The goal is to obtain an early SSI approval for participants who appear to meet federal SSI eligibility criteria.

**MEDI-CAL**: State and federally-funded program which provides medical benefits to low-income families with children and elderly/disabled individuals who are unable to afford the cost of their medical care.

**CalFresh (FOOD STAMPS)**: Federal program with the purpose of promoting and safeguarding the health and well-being of low-income households by raising their levels of nutrition and increasing their food purchasing power.

**IHSS**: State-mandated program that provides domestic services and personal care services to eligible aged, blind and disabled individuals to allow them to remain safely in their own homes.

- The intent of the program is to prevent costly institutional care, by providing basic in-home care services to consumers who cannot safely perform the services themselves. Services must be related to health or safety and cannot be authorized for "comfort."

**GR**: County-funded cash assistance for low-income individuals not eligible for State/federal assistance, plus the following services, as necessary:

- ***General Relief Opportunities for Work (GROW) Program***: GROW transitions employable GR participants into the labor market. Participants are assisted with activities designed to prepare them for employment, including case management, employment services and supportive services.
- ***Supplemental Security Income Medical Advocacy Program (SSIMAP)***: SSIMAP workers provide physically and mentally disabled GR participants with assistance and advocacy support throughout the Supplemental Security Income (SSI) application process. The goal is to obtain an early SSI approval for participants who appear to meet federal SSI eligibility criteria.

**CAPI:** State-funded cash assistance provided to aged, blind, and/or disabled legal non-citizens who are categorically ineligible to Supplemental Security Income/State Supplemental Payment (SSI/SSP) due to their immigration status.

#### **REFUGEE EMPLOYMENT PROGRAM (REP):**

- REP provides employment and training services, case management and placement services for refugees residing in the U.S. for five years or less and asylees residing in the U.S. for five years from the date they are granted asylum. Services are available to refugees aided through the CalWORKs, Refugee Cash Assistance, and GR Program, or refugees not aided through a public assistance program.

#### **EXPANDING ACCESS TO SERVICES**

- **Customer Service Center (CSC):** The CSC provides participants with a single point of contact for ease in accessing their CalWORKs, CalFresh (Food Stamps), Medi-Cal or GR case information and reporting changes through the telephone. In addition, participants have access to general case information, emergency hotlines and program hotlines 24 hours a day, 7 days a week via a self-service menu.
- **CalFresh (Food Stamp) and Medi-Cal Outreach:** CalFresh (Food Stamp) and Medi-Cal Outreach staff is stationed at various non-traditional community sites (including health clinics, food pantries, farmers' markets, WIC sites, churches and schools) to accept and assist with CalFresh (Food Stamp) and/or Medi-Cal applications. Workers engage with the community, providing information and referrals to available resources and services.
- **LINKAGES Project:** A Los Angeles County interdepartmental partnership that promotes service coordination for families involved in the child welfare system (Department of Children and Family Services) who are also receiving services or benefits provided by DPSS. The goal is to increase child safety and family functioning and increase the number of positive child/family outcomes.
- **YourBenefitsNow (YBN) Website:** Los Angeles County residents can now apply on-line for CalWORKs, CalFresh (Food Stamps), or Medi-Cal at [www.dpsbenefits.lacounty.gov](http://www.dpsbenefits.lacounty.gov). Participants with an existing case can also view their benefit information through the YBN website. YBN provides 24/7 easy and convenient access for new and existing clients.

#### **FRAUD PREVENTION**

- **Income and Eligibility Verification System (IEVS):** The coordinated data exchange system made available through IEVS allows workers to search and verify income and assets associated with specific identifying information for each household member, including name, social security number, and date of birth. IEVS is a valuable tool in identifying and detecting welfare fraud.
- **Statewide Fingerprint Imaging System (SFIS):** SFIS clerks capture fingerprints and photo images during the CalWORKs or GR application process. SFIS is a valuable tool for preventing duplicate aid fraud by matching applicant's fingerprints against those individuals known to the statewide system.
- **Early Fraud Prevention and Intervention Activities:** Welfare Fraud Investigators take referrals for early fraud detection from eligibility staff, the Central Fraud Reporting Line, WeTip, and computer matches from fingerprints, addresses, wage and asset reports.

#### **CO-LOCATED AGENCIES OR COUNTY DEPARTMENTS**

- **Child Care Resource and Referral:** Agencies identify appropriate child care for CalWORKs families and other families depending on family size and income. Agencies serve as a resource and referral to connect families to alternative community program services.
- **Health Care Options:** Applicants/participants receive assistance in choosing and enrolling in a health care plan.
- **Department of Mental Health:** Mental health services are provided to CalWORKs and GR participants.
- **Los Angeles County Office of Education (LACOE):** LACOE provides orientations for GROW participants.
- **Military and Veteran's Affairs:** Staff provides referrals and resource information.

#### **BUSINESS HOURS**

- Los Angeles County, DPSS offices are open Monday through Friday, 8:00 a.m. to 5:00 p.m.
- In response to Health Care Reform, our Customer Service Centers will receive phone calls on Saturdays and during extended business hours.
- DPSS has a "No Wrong Door Policy" when serving the public. Participants will receive services in the office of their choice or may accept a referral to another office.



## DPSS Caseload Characteristics Los Angeles County Totals May 2013

		CalWORKs	General Relief	Refugee	CAPI	Medical Assistance Only	CalFresh	In-Home Supportive Services
<b>Total Aided</b>								
Cases		174,575	106,490	678	5,062	761,359	549,021	183,653
Persons		422,504	107,118	776	5,657	1,755,996	1,135,966	183,653
<b>Age of Aided Persons</b>								
	Under 1	17,568	1			51,085	28,120	7
	1-2	44,683				100,942	79,000	105
	3-5	68,949			3	150,222	127,080	542
	6-12	125,573			8	313,370	244,752	3,659
	13-15	43,690			8	124,775	85,192	1,905
	16-17	28,226	1			82,512	53,815	1,201
	18	6,866	1,844	18	3	45,855	23,603	726
	19	3,336	3,060	24	1	39,865	19,474	786
	20	4,079	3,214	17	3	34,441	17,247	788
	21-59	78,880	92,954	583	754	553,857	413,064	44,351
	60-65	580	5,769	82	567	33,314	26,421	18,157
	Over 65	74	275	52	4,310	225,758	18,198	111,426
	<b>Total</b>	<b>422,504</b>	<b>107,118</b>	<b>776</b>	<b>5,657</b>	<b>1,755,996</b>	<b>1,135,966</b>	<b>183,653</b>
<b>Average Age of Aided Adults</b>								
	Average Age	31	39	40	71	51	37	68
<b>Gender of Aided Persons</b>								
Adult	Male	16,334	70,742	385	1,949	280,437	220,150	63,615
	Female	69,375	36,374	391	3,689	532,492	297,857	112,619
Children	Male	168,141			16	475,932	310,448	4,940
	Female	168,654	2		3	467,134	307,511	2,479
<b>Total</b>		<b>422,504</b>	<b>107,118</b>	<b>776</b>	<b>5,657</b>	<b>1,755,996</b>	<b>1,135,966</b>	<b>183,653</b>



## DPSS Caseload Characteristics Los Angeles County Totals May 2013

	CalWORKs	General Relief	Refugee	CAPI	Medical Assistance Only	CalFresh	In-Home Supportive Services
<b>Citizenship Status of Aided Persons</b>							
Citizen	404,532	99,253	1	42	1,255,138	1,046,282	N/A
Legal Immigrants	17,477	7,833	775	5,601	191,259	88,847	N/A
Other	495	32		14	3,088	837	N/A
Undocumented Immigrants					306,511		N/A
<b>Total</b>	<b>422,504</b>	<b>107,118</b>	<b>776</b>	<b>5,657</b>	<b>1,755,996</b>	<b>1,135,966</b>	<b>N/A</b>
<b>Primary Language of Aided Cases</b>							
( Blank )							
Armenian	2,741	1,437	224	1,029	20,975	8,234	31,455
Cambodian	467	58		13	2,388	1,144	2,215
Chinese	356	130	34	152	25,946	3,655	14,352
English	109,574	98,881	78	374	360,490	360,828	69,354
Farsi	282	139	118	109	4,257	1,150	5,797
Korean	137	142	5	203	12,169	1,254	4,945
Other	400	83	93	126	5,247	1,212	2,886
Russian	245	107	28	188	4,496	758	7,206
Spanish	59,988	5,297	97	2,744	310,790	167,664	37,686
Tagalog	34	47	1	94	5,160	453	4,236
Vietnamese	351	169		30	9,441	2,669	3,521
<b>Total</b>	<b>174,575</b>	<b>106,490</b>	<b>678</b>	<b>5,062</b>	<b>761,359</b>	<b>549,021</b>	<b>183,653</b>
<b>Ethnic Origin of Aided Persons</b>							
( Blank )							
American Indian / Alaskan Native	315	461	1	1	1,462	1,812	385
Asian	10,744	2,510	64	680	153,856	46,480	35,409
Black	85,713	44,251	22	71	119,950	207,432	31,928
Hispanic	278,281	33,671	103	3,065	1,239,885	719,736	52,372
Other	15,357	8,888	27	197	83,143	50,164	
White	32,087	17,328	559	1,643	157,663	110,251	63,559
<b>Total</b>	<b>422,504</b>	<b>107,118</b>	<b>776</b>	<b>5,657</b>	<b>1,755,996</b>	<b>1,135,966</b>	<b>183,653</b>



**DPSS Caseload Characteristics**  
**Congressional District 44 - Janice Hahn**  
 May 2013

		CalWORKs	General Relief	Refugee	CAPI	Medical Assistance Only	CalFresh	In-Home Supportive Services
<b>Total Aided</b>								
Cases		23,431	17,375	6	336	65,945	71,656	11,722
Persons		57,723	17,430	6	383	176,208	145,264	11,722
<b>Age of Aided Persons</b>								
	Under 1	2,531				5,638	3,624	
	1-2	6,506				11,386	10,283	12
	3-5	9,763				16,592	16,357	45
	6-12	17,286				34,403	30,832	355
	13-15	5,745			1	13,387	10,370	173
	16-17	3,608				8,641	6,521	133
	18	875	344	1		4,875	2,988	71
	19	459	611			4,227	2,995	80
	20	617	716			3,633	2,785	80
	21-59	10,279	15,023	5	16	57,443	54,624	4,192
	60-65	51	707		16	2,843	2,425	1,264
	Over 65	3	29		350	13,140	1,460	5,317
<b>Total</b>		<b>57,723</b>	<b>17,430</b>	<b>6</b>	<b>383</b>	<b>176,208</b>	<b>145,264</b>	<b>11,722</b>
<b>Average Age of Aided Adults</b>								
	Average Age	29	38	31	75	46	35	63
<b>Gender of Aided Persons</b>								
Adult	Male	1,841	11,519	4	121	24,154	29,475	4,055
	Female	9,429	5,911	2	261	49,272	37,802	6,949
Children	Male	23,031			1	51,475	38,938	466
	Female	23,422				51,307	39,049	252
<b>Total</b>		<b>57,723</b>	<b>17,430</b>	<b>6</b>	<b>383</b>	<b>176,208</b>	<b>145,264</b>	<b>11,722</b>



**DPSS Caseload Characteristics**  
**Congressional District 44 - Janice Hahn**  
 May 2013

	CalWORKs	General Relief	Refugee	CAPI	Medical Assistance Only	CalFresh	In-Home Supportive Services
<b>Citizenship Status of Aided Persons</b>							
Citizen	56,452	16,661			128,506	137,351	N/A
Legal Immigrants	1,185	766	6	382	15,100	7,813	N/A
Other	86	3		1	268	100	N/A
Undocumented Immigrants					32,334		N/A
<b>Total</b>	<b>57,723</b>	<b>17,430</b>	<b>6</b>	<b>383</b>	<b>176,208</b>	<b>145,264</b>	<b>N/A</b>
<b>Primary Language of Aided Cases</b>							
( Blank )							
Armenian	3	1			21	5	4
Cambodian	61	10		2	348	151	276
Chinese	1	1			67	6	30
English	15,450	16,708	2	13	30,724	51,590	6,981
Farsi				1	8	1	8
Korean		2		1	152	8	115
Other	9	1		4	106	21	79
Russian				1	6		9
Spanish	7,900	649	4	305	34,142	19,836	3,810
Tagalog	1	2		9	247	16	358
Vietnamese	6	1			124	22	52
<b>Total</b>	<b>23,431</b>	<b>17,375</b>	<b>6</b>	<b>336</b>	<b>65,945</b>	<b>71,656</b>	<b>11,722</b>
<b>Ethnic Origin of Aided Persons</b>							
( Blank )							
American Indian / Alaskan Native	29	96			101	243	39
Asian	1,211	516		14	5,850	3,665	1,273
Black	15,548	9,006	1	3	17,704	37,981	4,769
Hispanic	36,783	5,073	1	347	139,348	89,768	4,978
Other	3,020	601	3	14	9,997	7,639	
White	1,132	2,137	1	5	3,206	5,962	663
<b>Total</b>	<b>57,723</b>	<b>17,430</b>	<b>6</b>	<b>383</b>	<b>176,208</b>	<b>145,264</b>	<b>11,722</b>



## Selected Data for Los Angeles County Department of Public Social Services

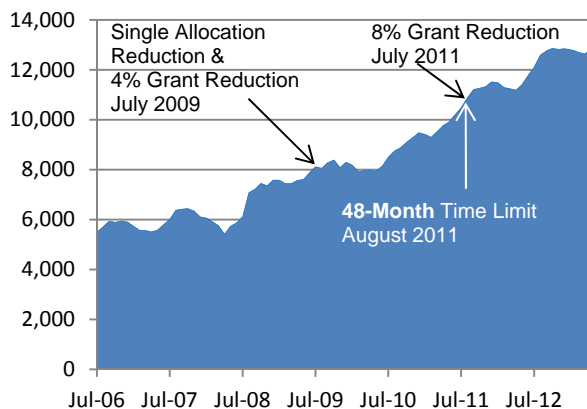
### Comparison of Numbers of Persons Served by Major Programs The Beginning of Recession Vs. May 2013

	Dec-07	May-13	Increase	Change
<b>CalWORKs</b>	349,574	422,504	72,930	20.9%
<b>General Relief</b>	61,406	107,118	45,712	74.4%
<b>Refugee Cash Assistance</b>	1,267	776	-491	-38.8%
<b>Cash Assistance Program for Immigrants (CAPI)</b>	4,133	5,657	1,524	36.9%
<b>Medi-Cal Assistance Only</b>	1,602,354	1,755,996	153,642	9.6%
<b>CalFresh</b>	641,215	1,135,966	494,751	77.2%
<b>In-Home Supportive Services (IHSS)</b>	168,477	183,653	15,176	9.0%
<b>Total Number of Persons Served*</b>	2,118,174	2,519,023	400,849	18.9%
<b>Total Number of Children (under 18) Served*</b>	1,096,049	1,239,396	143,347	9.8%

\* Unduplicated

Source: DPSSMART reports accessed on July 8, 2013.

### CalWORKs Homeless Families July 2006 - April 2013



Source: DPSS internal reports accessed on July 8, 2013.

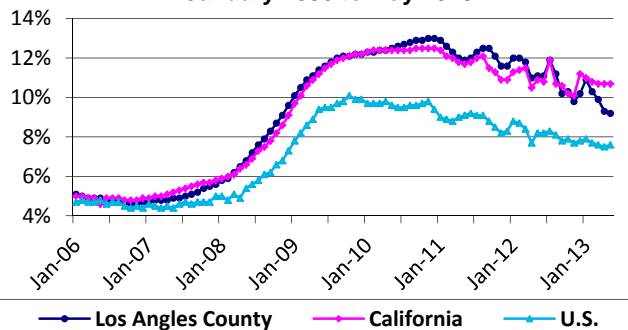
### CalWORKs Caseload and CaWORKs Homeless Families Comparison Chart

July 2006 - April 2013

	CalWORKs Families	CalWORKs Homeless Families
<b>July 2006</b>	152,722	5,487
<b>April 2013</b>	174,558	12,814
<b>Percentage Increase</b>	14%	134%

Source: DPSS internal reports accessed on July 8, 2013.

### Selected Unemployment Rates January 2006 to May 2013



5/13 Rates: US: 7.6%, CA: 10.7%, LA County: 9.2%

Source: California Employment Development Department  
News Releases accessed July 8, 2013.

### Contact Information

For help resolving constituent case issues, contact:

**Derrick Robinson, Director**

Government Inquiry & Response Section

Phone: (562) 908-8349

Fax: (562) 463-5396

Email: [DerrickRobinson@dpss.lacounty.gov](mailto:DerrickRobinson@dpss.lacounty.gov)

For all other questions, contact:

**Nestor Requeno, Director**

Intergovernmental Relations & Multimedia Services Section

Phone: (562) 908-8517

Fax: (562) 699-3671

Email: [NestorRequeno@dpss.lacounty.gov](mailto:NestorRequeno@dpss.lacounty.gov)

**Link to the 2012-13 Los Angeles Annual Report**

<http://www.lacountyannualreport.com/2012/working.html>

SHERYL L. SPILLER  
Director

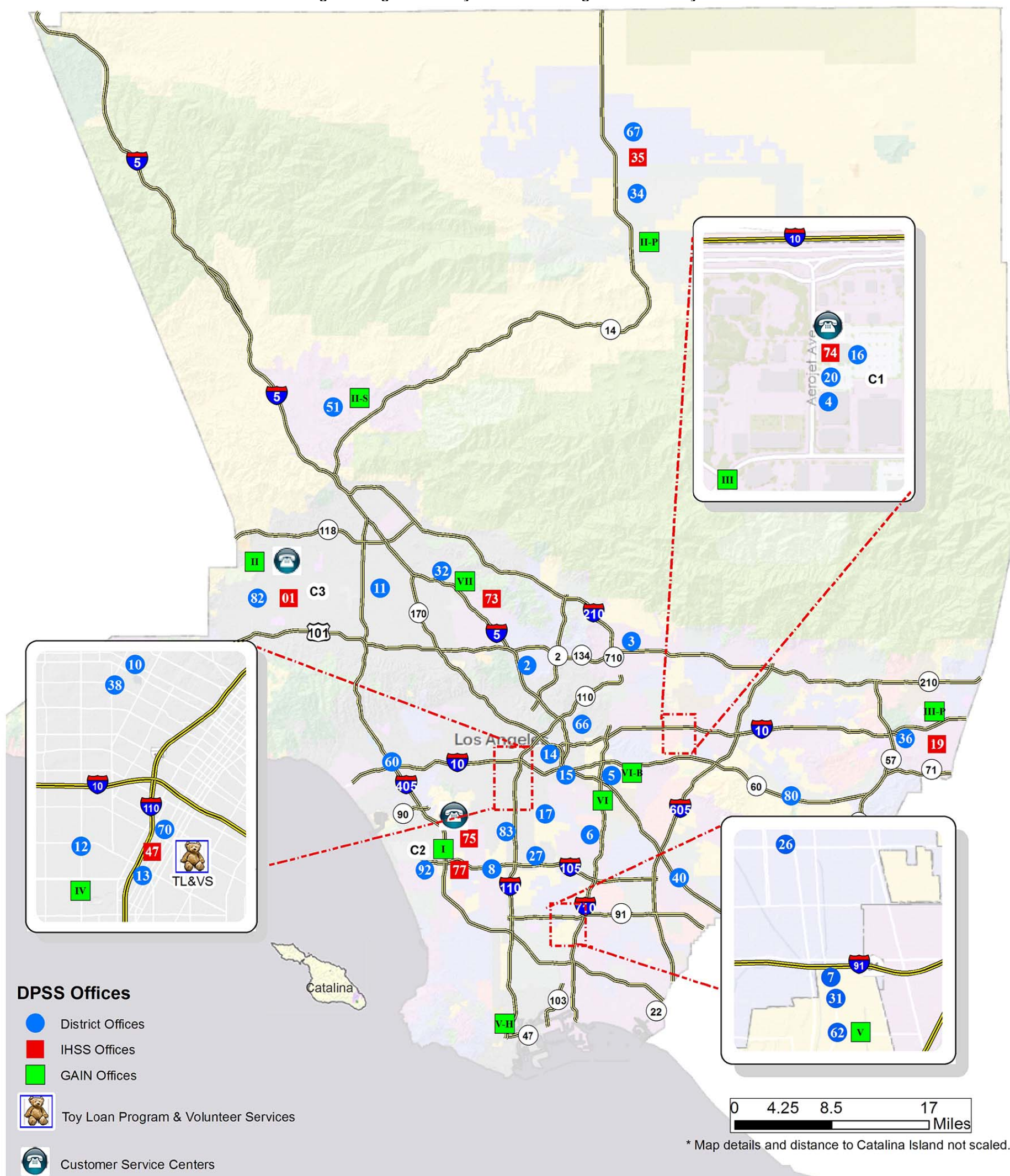
**Enclosure V**



Board of Supervisors  
GLORIA MOLINA, First District  
MARK RIDLEY-THOMAS, Second District  
ZEV YAROSLAVSKY, Third District  
DON KNABE, Fourth District  
MICHAEL D. ANTONOVICH, Fifth District

DPSS offers a broad range of social services to low-income residents across Los Angeles County. DPSS administers a number of federal, State and County-funded programs designed to meet critical safety net needs, including cash assistance for families with children and adults; employment services to promote self-sufficiency and independence; free and low-cost health insurance; in-home care for frail elderly and disabled adults; and CalFresh (food assistance) benefits. In Los Angeles County, 13,000 Department of Public Social Services employees provide safety net services to over 2.5 million County constituents daily.

Below are DPSS offices serving Los Angeles County residents throughout the county. Please see reverse for more details.



Map prepared by the DPSS, Information Technology Division



Save time, go on-line! Los Angeles County residents can apply for and view their benefits on-line. Visit us at <http://dpsbenefits.lacounty.gov/>. Currently, YourBenefitsNow! supports CalFresh (food assistance), Medi-Cal (access to free and low-cost medical care), and CalWORKs (temporary cash assistance and employment services) applications 24-hours-a-day, 7-days-a-week.

*"To Enrich Lives Through Effective And Caring Service"*

Updated April 10, 2013





COUNTY OF LOS ANGELES  
DEPARTMENT OF PUBLIC SOCIAL SERVICES  
2013 DPSS DIRECTORY OF SERVICES



Office Number	DISTRICT OFFICES (CalWORKs, CalFresh, Medi-Cal, and General Relief)	CalWORKs	CalFresh	Medi-Cal	General Relief
05	Belvedere – 5445 Whittier Blvd., Los Angeles, CA 90022	✓	✓	✓	
14	Civic Center – 813 E. Fourth Pl., Los Angeles, CA 90013*		✓	✓	✓
26	Compton – 211 E. Alondra Blvd., Compton, CA 90220	✓	✓	✓	
06	Cudahy – 8130 S. Atlantic Ave., Cudahy, CA 90201	✓	✓	✓	
11	East Valley – 14545 Lanark St., Panorama City, CA 91402	✓	✓	✓	
04	El Monte – 3350 Aerojet Ave., El Monte, CA 91731	✓	✓	✓	
12	Exposition Park – 3833 S. Vermont Ave., 2 <sup>nd</sup> Floor, Los Angeles, CA 90037	✓	✓	✓	
17	Florence – 1740 E. Gage Ave., Los Angeles, CA 90001	✓	✓	✓	
02	Glendale – 4680 San Fernando Rd., Glendale, CA 91204	✓	✓	✓	✓
92	Hawthorne – 12000 Hawthorne Blvd., Hawthorne, CA 90250			✓	
34	Lancaster – 349-B East Ave. K-6, Lancaster, CA 93535	✓	✓	✓	
67	Lancaster General – 337 East Ave. K-10, Lancaster, CA 93535		✓		✓
66	Lincoln Heights – 4077 N. Mission Rd., Los Angeles, CA 90032	✓	✓	✓	
15	Metro East – 2855 E. Olympic Blvd., Los Angeles, CA 90023**	✓	✓	✓	✓
13	Metro Family – 2615 S. Grand Ave., Los Angeles, CA 90007	✓	✓	✓	
38	Metro North – 2601 Wilshire Blvd., Los Angeles, CA 90057	✓	✓	✓	
70	Metro Special – 2707 S. Grand Ave., Los Angeles, CA 90007		✓	✓	✓
16	Medi-Cal Outreach – 3400 Aerojet Ave., El Monte, CA 91731		✓	✓	
80	Medi-Cal Long Term Care – 17171 East Gale Ave., City of Industry, CA 91745			✓	
40	Norwalk – 12727 Norwalk Blvd., Norwalk, CA 90650	✓	✓	✓	
89	Medi-Cal Mail-In – 2615 S. Grand Ave., 2 <sup>nd</sup> Fl., Los Angeles, CA 90007***				
62	Paramount – 2961 E. Victoria St., Rancho Dominguez, CA 90221	✓	✓	✓	
03	Pasadena – 955 N. Lake Ave., Pasadena, CA 91104	✓	✓	✓	✓
36	Pomona – 2040 W. Holt Ave., Pomona, CA 91768	✓	✓	✓	✓
60	Rancho Park – 11110 W. Pico Blvd., Los Angeles, CA 90064	✓	✓	✓	✓
32	San Fernando Branch – 9188 Glenoaks Blvd., Sun Valley, CA 91352		✓		✓
20	San Gabriel Valley – 3352 Aerojet Ave., El Monte, CA 91731	✓	✓	✓	✓
51	Santa Clarita Branch – 27233 Camp Plenty Rd., Canyon Country, CA 91352	✓	✓	✓	
27	South Central – 10728 S. Central Ave., Los Angeles, CA 90059	✓	✓	✓	✓
31	South Family – 17600 “A” Santa Fe Ave., Rancho Dominguez, CA 90221	✓	✓	✓	
07	South Special – 17600 “B” Santa Fe Ave., Rancho Dominguez, CA 90221		✓		✓
83	Southwest Family – 8300 South Vermont Ave., Los Angeles, CA 90044	✓	✓	✓	
08	Southwest Special – 1819 W. 120 <sup>th</sup> St., Los Angeles, CA 90047		✓	✓	✓
82	West Valley – 21415 Plummer St., Chatsworth, CA 91311	✓	✓	✓	
10	Wilshire Special – 2415 W. 6 <sup>th</sup> St., Los Angeles, CA 90057		✓	✓	✓

Notes: \* This office does not provide CalFresh Only services. \*\* This office does not provide Medi-Cal Only or CalFresh Only services. \*\*\* Not open to the public.

Office Number	GAIN REGIONAL OFFICES PROVIDING CalWORKs WELFARE-TO-WORK SERVICES
IV	Central County, Exposition Main Office – 3833 S. Vermont Ave., 3 <sup>rd</sup> Floor, Los Angeles, CA 90037
VII	East San Fernando Valley – 3307 N. Glenoaks Blvd., Burbank, CA 91504
III	San Gabriel Valley – 3216 Rosemead Blvd., El Monte, CA 91731
III-P	San Gabriel Valley, Pomona Sub Office – 2255 N. Garey Ave., Pomona, CA 91767
V	South County – 2959 Victoria St., Rancho Dominguez, CA 90221
V-H	South County Harbor One-Stop Sub Office – 1851 N. Gaffey St., Suite F, San Pedro, CA 90731
VI	Southeast County – 5460 Bandini Blvd., Bell, CA 90201
VI-B	Southeast County, Belvedere Sub-Office – 5445 E. Whittier Blvd., Los Angeles, CA 90022
I	West County – 5200 W. Century Blvd., Los Angeles, CA 90045
II	West San Fernando Valley – 21415 Plummer St., Suite B, Chatsworth, CA 91311
II-P	West San Fernando Valley, Palmdale Sub Office – 1050 E. Palmdale Blvd., Suite 204, Palmdale, CA 93550
II-S	West San Fernando Valley, Santa Clarita Sub Office – 27233 Camp Plenty Rd., Canyon Country, CA 91351

Office Number	IN-HOME SUPPORTIVE SERVICES (IHSS) OFFICES
73	Burbank – 3307 N. Glenoaks Blvd., Burbank, CA 91504
01	Chatsworth – 21615 Plummer St., Chatsworth, CA 91311
35	Lancaster – 335-C East Ave. K-6, Lancaster, CA 93535
74	El Monte – 3400 Aerojet Ave., 5 <sup>th</sup> Floor, El Monte, CA 91731
19	Pomona – 360 E. Mission Blvd., Pomona, CA 91766
77	Hawthorne – 12000 S. Hawthorne Blvd., “A”, Hawthorne, CA 90250
75	La Cienega – 9800 S. La Cienega Blvd., 11 <sup>th</sup> Floor, Inglewood, CA 90301
47	Metro – 2707 S. Grand Ave., Los Angeles, CA 90007

Office Number	CUSTOMER SERVICE CENTERS (CSC)	CSC Phone Numbers	
C1	Customer Service Center # 1 – 3400 Aerojet Ave., 4 <sup>th</sup> Floor, El Monte, CA 91731	(626) 569-1399	Toll Free (866) 613-3777
C2	Customer Service Center # 2 – 9800 La Cienega Blvd., 10 <sup>th</sup> Floor, Inglewood, CA 90301	(310) 258-7400	
C3	Customer Service Center # 3 – 9451 Corbin Ave., Northridge, CA 91324	(818) 701-8200	

Office Number	TOY LOAN & VOLUNTEER SERVICES SECTION
TL&VS	2615 S. Grand Ave., 2 <sup>nd</sup> Floor, Los Angeles, CA 90007

DPSS WEBSITES	FOLLOW US ON TWITTER:
DPSS: <a href="http://dpss.lacounty.gov/">http://dpss.lacounty.gov/</a> On-line Office Maps: <a href="http://dpss.lacounty.gov/dpss/maps/default.cfm">http://dpss.lacounty.gov/dpss/maps/default.cfm</a> On-line Application for CalWORKs, CalFresh, and Medi-Cal: <a href="http://dpssbenefits.lacounty.gov/">http://dpssbenefits.lacounty.gov/</a>	 <a href="#">@DPSSNews</a> : General News, Program Data & Updates <a href="#">@toyloanla</a> : Toy Loan and Volunteer Services <a href="#">@DPSS_CalFresh</a> : CalFresh Program



# Directory of Services by Congressional District

## Los Angeles County Department of Public Social Services

**Congresswoman Janice Hahn**  
Congressional District No 44

OFFICE TYPE	CalWORKs	CalFresh	Medi-Cal	General Relief	GAIN	IHSS	Cust. Svc. Ctr.
<b><u>District Offices</u></b>							
15 Metro East – 2855 E. Olympic Blvd., Los Angeles, CA 90023**	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 Florence – 1740 E. Gage Ave., Los Angeles, CA 90001	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20 San Gabriel Valley – 3352 Aerojet Ave., El Monte, CA 91731	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26 *Compton – 211 E. Alondra Blvd., Compton, CA 90220	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27 *South Central – 10728 S. Central Ave., Los Angeles, CA 90059	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31 *South Family – 17600 "A" Santa Fe Ave., Rancho Dominguez, CA 90221	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38 Metro North – 2601 Wilshire Blvd., Los Angeles, CA 90057	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40 Norwalk – 12727 Norwalk Blvd., Norwalk, CA 90650	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Belvedere – 5445 Whittier Blvd., Los Angeles, CA 90022	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Cudahy – 8130 S. Atlantic Ave., Cudahy, CA 90201	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
60 Rancho Park – 11110 W. Pico Blvd., Los Angeles, CA 90064	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
62 *Paramount – 2961 E. Victoria St., Rancho Dominguez, CA 90221	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 *South Special – 17600 "B" Santa Fe Ave., Rancho Dominguez, CA 90221	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Southwest Special – 1819 W. 120th St., Los Angeles, CA 90047	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
83 Southwest Family – 8300 South Vermont Ave., Los Angeles, CA 90044	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>GAIN Regional Offices</u></b>							
I West County – 5200 W. Century Blvd., Los Angeles, CA 90045	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IV Central County, Exposition Main Office – 3833 S. Vermont Ave., 3rd Floor, Los Angeles, CA 90037	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V *South County – 2959 Victoria St., Rancho Dominguez, CA 90221	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VI Southeast County – 5460 Bandini Blvd., Bell, CA 90201	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**\* NOTE: An asterisk preceeding the office name indicates that the DPSS office is physically located in the Congressional District. Other offices listed serve residents of this Congressional District, although the building is located outside this Congressional District's boundaries.**

For more information see [www.ladpss.org](http://www.ladpss.org)  
or call Nestor Requeno, Director of Intergovernmental Relations, at (562) 908-8517

Wednesday, June 05, 2013



# Directory of Services by Congressional District

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## Los Angeles County Department of Public Social Services

**Congresswoman Janice Hanh**  
Congressional District No 44

OFFICE TYPE	CalWORKs	CalFresh	Medi-Cal	General Relief	GAIN	IHSS	Cust. Svc. Ctr.
<b><u>In Home Supportive Services Offices</u></b>							
74 El Monte – 3400 Aerojet Ave., 5th Floor, El Monte, CA 91731	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
77 Hawthorne – 12000 S. Hawthorne Blvd., "A", Hawthorne, CA 90250	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**\* NOTE:** An asterisk preceeding the office name indicates that the DPSS office is physically located in the Congressional District. Other offices listed serve residents of this Congressional District, although the building is located outside this Congressional District's boundaries.

For more information see [www.ladpss.org](http://www.ladpss.org)  
or call Nestor Requeno, Director of Intergovernmental Relations, at (562) 908-8517

Wednesday, June 05, 2013

- ☐ **The GAIN Employment Activity and Reporting System (GEARS)** is the automated case management system, used to support the GAIN welfare-to-work program in Los Angeles County, designed to track the GAIN participant's employment, education, vocational & training activities; authorize payments; generate reports; maintain inventories of available resources; and provide program data. **(30 Minutes)**
- ☐ **The General Relief Opportunities for Work (GROW) system** is an automated case management system, used to support the GROW welfare-to-work program in Los Angeles County. It is designed to track and monitor the progress of the GROW participant's employment, education, vocational, training activities and noncompliance; authorize work-related expense payments; generate reports; maintain inventories of service provider resources; and provide program data. **(30 Minutes)**
- ☐ **Outbound Dialing System:** Outbound Dialing System assists the department outreach to its participants expeditiously by making automated telephone calls. The system can make up to 40,000 calls per day seven days a week. It is used by CalWORKs, CalFresh, General Relief, Medi-Cal, GAIN, GROW, and IHSS Programs. **(30 Minutes)**

#### OTHER TOURS

- ☐ **Mobile Office Tour:** The Mobile Office enables individuals and families to apply for CalFresh and/or Medi-Cal benefits on-site. **(1 Hour)**
- ☐ **The Enterprise Linkages Project (ELP) Overview:** ELP is a data-driven collaborative effort between DPSS and seven other Departments to track service utilization over time. ELP helps workers target the most vulnerable for special programs such as housing subsidies and SSI advocacy. It also serves as a longitudinal database for policy research. **(1 Hour)**
- ☐ **The Toy Loan Program (TLP):** TLP is a free service which allows children to borrow a toy once a week from one of the 60 Toy Loan Centers located throughout Los Angeles County. TLP is a voluntary community effort sponsored by the Los Angeles County Board of Supervisors and DPSS. It is the oldest free toy lending program in the nation operated by the non-profit 501(c)(3) Toy Loan Advisory Board. **(1 Hour)**
- ☐ **Community Services Block Grants (CSBG) Overview:** CSBG is a program that assists low-income families and individuals to achieve economic self-sufficiency through a variety of programs and services which include, but are

not limited to, employment services, counseling and education, housing assistance, emergency services, nutrition, youth services, and health-related services. The program was originally part of the War on Poverty under the Economic Opportunity Act of 1964 and has been traditionally seen as a "hand up" rather than a "hand out" for low-income individuals. Currently, DPSS contracts with 60 Community-Based Organizations to provide services across all five Supervisorial Districts. **(2 Hours)**

- ☐ **Public Social Services (PSS) Workshop:** The workshop and office tour is held annually in March in a Los Angeles County DPSS facility. The workshop provides an overview of Self-Sufficiency, Safety Net and Work-Support Services for Low-Income Families and Individuals in Los Angeles County. The DPSS programs discussed are CalWORKs, CalFresh (Food Stamps), Medi-Cal, General Relief (GR), and In-Home Supportive Services (IHSS) Programs. After the workshop, a tour is offered of the on-site Eligibility and Welfare-to-Work Operations. **(4 Hours)**
- ☐ **Self-Sufficiency, Safety Net and Work-Support Services Lecture designed for college/university faculty, students and "Think Tanks":** This lecture includes DPSS major programs such as CalWORKs, CalFresh (Food Stamps), Medi-Cal/Health Care Reform, General Relief (GR), and In-Home Supportive Services (IHSS) Programs. For a facilitator to come to your university or site, contact Intergovernmental Relations & Multimedia Services at (562) 908-8517. **(30 minutes to 3 Hours)**

*Depending on reciprocal technical capabilities, some of the workshops could be hosted via video conferencing (e.g., WebEx® or similar). Live attendance is optimal and always encouraged, as there are factors such as on-site/first-hand experience and live interactions with staff and constituents which are integral parts of the workshops/tours. Other factors that are better controlled in live sessions are noise, real-time demonstrations, technical delays and fluid flow of information.*

*DPSS is open to suggestions for other briefings and tours of interest. Briefing and tour times are only suggested, and can be customized to include multiple program briefings and tours, to better accommodate visitors' specific area of interest and schedule. For more information, contact Intergovernmental Relations & Multimedia Services at (562) 908-8517.*

Follow us on Twitter:



@DPSSNews: General News, Program Data & Updates  
 @toyloanla: Toy Loan and Volunteer Services  
 @DPSS\_CalFresh: CalFresh Program

Updated April 10, 2013



## 2013 County of Los Angeles Department of Public Social Services Tours & Activity List

#### GENERAL TOPICS

- ☐ **DPSS Overview:** General briefing. **(1 Hour)**
- ☐ **DPSSSTATS Meeting:** This is a monthly meeting where executive management and key managers across the Department come together to review current and comprehensive data to determine actions needed to enhance the Department's operations to better serve the Department's more than 2.4 million participants in Los Angeles County. Meetings are generally held the last Thursday of each month. **(3.5 Hours)**
- ☐ **Customer Service Center (CSC) Tour:** CSC is designed to enhance the quality of customer service, improve timeliness of case actions and service delivery, and increase telephone access. CSC Representatives, who are Eligibility Workers, take action on all telephone requests and update case information. Participants can also access the self-service automated system and connect to other DPSS Program Hotlines 24-hours-a-day, 7-days-a-week. CSCs service over 800,000 cases to date and expanding every month. DPSS currently operates a network of three CSCs located in El Monte, Inglewood and Northridge. **(1 Hour)**
- ☐ **Fair Hearing Process Office Tour:** Appeals and State Hearing staff work closely with district and regional offices to resolve issues raised by claimants without the need for a State Hearing. **(30 Minutes)**

#### CALIFORNIA WORK AND RESPONSIBILITY TO KIDS (CALWORKS)

- ☐ **CalWORKs Program:** General briefing. **(1 Hour)**
- ☐ **CalWORKs Intake Process Office Tour:** The CalWORKs Intake Unit conducts interviews and processes applications to determine applicant eligibility. The intake unit collects required documents, and informs applicants of all available supportive services. They also explain program rules and participant responsibilities for CalWORKs compliance. **(1 Hour)**

- ☐ **Skid Row Tour:** Drive through Los Angeles' 7<sup>th</sup> Street, also known as Skid Row, and then visit the Los Angeles Union Rescue Mission, which provides emergency services, services for women and children, primary healthcare and screenings, and long-term rehabilitation and transition programs, available free of charge to all in need. An optional component of this tour is to visit other agencies servicing homeless populations in the area, such as Homeboy Industries. **(2 Hours)**

**Related Tour: Twin Towers Project under General Relief Program listings.**

- ☐ **DPSS Housing Program Briefing and Tour:** The DPSS Housing Program is the umbrella program for DPSS' various housing and homeless programs, designed to assist homeless CalWORKs families or families at risk of homelessness, to overcome their current situation and move into affordable housing. **(1 Hour)**

#### GREATER AVENUES FOR INDEPENDENCE PROGRAM (GAIN)

- ☐ **GAIN Program:** General briefing. **(1 Hour)**
- ☐ **GAIN Orientation and Job Club Tour:** GAIN Program provides a one-day GAIN Orientation and a four-week Job Readiness and Career Planning Services Program to assist participants with job preparation, job search, and/or enrollment in an education/training program with the ultimate goal of obtaining, securing and/or promoting living wage employment. **(2 Hours)**
- ☐ **Linkages Program Overview:** Linkages is a service coordination partnership between DPSS and the Department of Children and Family Services (DCFS) to enhance service delivery, strengthen families through economic self-sufficiency and focus on child safety. **(1 Hour)**
- ☐ **GAIN Sanction Home Visit Outreach (GSHVO) Project Ride Along:** Through the GSHVO Project, intensive case management is provided to CaWORKs Welfare-to-Work (WtW) participants who are not complying with CalWORKs work requirements, to help them overcome barriers, complete their WtW component, and move towards self-sufficiency. **(2 Hours)**
- ☐ **Community College Tour:** Tour the campus of one of our partnering community colleges. CalWORKs Campus Coordinators outreach and work with GAIN participants, providing guidance to assist participants in successful compliance with WtW requirements. **(2 Hours)**



☐ **Transitional Subsidized Employment (TSE) Program Employer Tour:** TSE provides CalWORKs/GAIN participants with subsidized employment with public, non-profit, and private employers. Participants learn valuable work skills while earning a wage. Los Angeles County contracts with the South Bay Workforce Investment Board for the provision of this program. South Bay in turn subcontracts with WorkSource centers and employers. **(2 Hours)**

☐ **Welfare-to-Work (WtW) GAIN Staff Meeting:** The Welfare-to-Work GAIN Meeting provides staff a venue for discussing caseload, participation data, and other activities. **(1 Hour)**

[GENERAL RELIEF](#)

☐ **General Relief Program:** General briefing. **(1 Hour)**

☐ **Supplemental Security Income and Medi-Cal Advocacy Program (SSIMAP) Overview:** SSIMAP provides advocacy services to help physically and mentally disabled General Relief (GR) participants apply for Supplemental Security Income (SSI), and obtain early SSI approval. **(1 Hour)**

☐ **Twin Towers Project Overview:** The Twin Towers Project is designed to help transition inmates to SSI and/or County benefits prior to discharge from the Twin Towers jail. **(30 Minutes)**

☐ **Adult Protective Services & Direct Services in Skid Row (interaction with your district):** APS staff from Department of Community and Senior Services (DCSS) help to recognize and protect individuals from self-neglect or self-abuse by providing them a safety net while they are waiting for their General Relief (GR) to be approved. The APS unit also obtains participants' out-of-state information (if needed) to assist the Eligibility Worker to expedite the GR process. **(30 Minutes)**

☐ **The DPSS/Sheriff Homeless Release Pilot Project:** This project was developed and implemented as a result of a mutual and collaborative effort between DPSS and the Sheriff's Department to prevent and reduce homelessness in the County. Civic Center eligibility staff travel to the Men's Central Jail (MCJ) daily to process General Relief / CalFresh applications for homeless individuals being released from the County jail. **(30 Minutes)**

☐ **Transitional Adult Youth (TAY) program:** This program provides transitional adult youth participants with Computer Application Class (CAC), and the Life Skills (LSK) training to assist them in becoming self-sufficient. Classes are offered at the Weingart Center. **(30 Minutes)**

[CALFRESH](#)

☐ **CalFresh Program:** General briefing. **(1 Hour)**

☐ **CalFresh Outreach Site Visit:** Placing eligibility staff in non-traditional sites to interview and accept CalFresh applications. **(1 Hour)**

☐ **Mobile Office Tour:** As available, tour includes visiting the Mobile Office on-site to demonstrate Wi-Fi Capabilities, mobile access to web-based applications and case status, real-time access to MEDS computer system via Wi-Fi and Eligibility Workers in action at non-traditional sites. **(2 Hours)**

☐ **Food Bank Tour:** Visit to the Los Angeles Regional Food Bank. The Food Bank mobilizes resources to fight hunger through its network of nearly 900 charitable organizations that serve families county-wide through soup kitchens, senior centers, children's programs, after-school programs, and food pantries. **(2 Hours)**

[MEDI-CAL](#)

☐ **Medi-Cal Program:** General briefing. **(1 Hour)**

☐ **Health Care Reform Overview:** The Affordable Care Act (ACA) of 2010 expands health coverage to all citizens and legal residents. DPSS is working with state and local partners to prepare for implementation in January 2014. **(1 Hour)**

☐ **Healthy Way LA Overview:** The federal government approved the 1115 Waiver - "Bridge to Reform" which allows Medicaid expansion to uninsured adults between 19 to 64 years of age. In Los Angeles County, the Low Income Health Program (LIHP) is called Healthy Way LA. **(1 Hour)**

☐ **Transition of the Healthy Families Program (HFP) to Medi-Cal Overview:** State legislation has been enacted to transition current Healthy Families enrollees to the Medi-Cal Program. **(1 Hour)**

[IN-HOME SUPPORTIVE SERVICES \(IHSS\)](#)

☐ **IHSS Program:** General briefing. **(1 Hour)**

☐ **Dual Eligibles Demonstration Project Overview:** The Dual Eligibles Demonstration Project, which is part of California's Coordinated Care Initiative (CCI), is a project that integrates services to Medicare and Medi-Cal beneficiaries, and is designed to address concerns related to coordinating care, improving care and reducing system costs related to hospital and nursing home admissions. Los Angeles County is one of eight demonstration counties. **(1 Hour)**

☐ **IHSS Home Visit Ride Along:** The IHSS Home Visit provides the opportunity to observe the Social Worker's completion of an in-depth assessment of an IHSS applicant or recipient. The assessment encompasses information regarding the functional abilities and limitations of the applicant/recipient. It provides a first-hand view of the Social Worker's use of hourly task guidelines to determine the authorized and assessed service hours needed to ensure the consumer's health, safety and independence in their home. **(2 Hours)**

☐ **Centralized Application/Timesheets Team (CATT) Office Tour:** CATT processes all IHSS phoned or faxed applications, IHSS timesheets for all district offices, and all specialized Back-Up Provider Program timesheets sent by the Personal Assistance Services Council (PASC). **(1.5 Hours)**

☐ **Case Management, Information and Payrolling System II (CMIPS II) Overview:** The state is introducing CMIPS II, an updated system designed to meet new state and federal requirements for the IHSS program. CMIPS II will be web-based and allow computer access to approximately 3,000 users statewide in accordance with security protocols. Approximately 1,250 DPSS employees, who currently use Legacy CMIPS, will be trained on CMIPS II. With the implementation of CMIPS II, all timesheets will be mailed to one centralized Timesheet Processing Facility in Chico, California. Timesheets will then be scanned and imaged to allow for easy storage and retrieval. **(1 Hour)**

[AUTOMATION](#)

☐ **Your Benefits Now (YBN) Overview:** YBN is the Department's on-line website for participants to view their most updated benefit information. YBN is also our on-line application portal where the public can apply for CalFresh, CalWORKs and Medi-Cal benefits. **(30 Minutes)**

☐ **DPSS Systematic Measurement, Accountability, and Reporting Tool (DPSSMART) Overview:** DPSSMART is a data warehouse that integrates and accommodates data from multiple programs and operations administered by the Department. It is a web-based application designed to provide State, departmental, and ad hoc reporting. **(1 Hour)**

☐ **Lobby Queue Tour:** Lobby Management Solution that provides communication to waiting participants to ease the flow of traffic through DPSS lobbies. **(30 Minutes)**

☐ **Income and Eligibility Verification System (IEVS) Office Tour:** The Integrated Fraud Detection System (IFDS) is a quarterly match received by CDSS to detect participants who failed to report their earnings, Social Security benefits, or are receiving duplicate aid within or outside Los Angeles County. **(30 Minutes)**

☐ **Statewide Fingerprint Imaging System (SFIS) Office Tour:** SFIS is a system that assists in eliminating Duplicate Aid cash payments to incorrect payees due to fraud or administrative error, and provides a deterrent to other types of fraud. **(30 Minutes)**

☐ **Data Mining Solution (DMS) Overview:** DMS provides tools and capability to assist the County's Welfare Fraud Prevention & Investigations (WFP&I) team in their detection, prevention, and investigation of child care welfare fraud in the CalWORKs Stage 1 Child Care program. **(1 Hour)**

☐ **Electronic Document Management System (EDMS) Tour:** The purpose of EDMS is to enable DPSS to transition from a paper case environment to an electronic and online process, thereby reducing inconsistencies and assisting in the creation, filing, retrieval, preservation and disposition of electronic documents. Documents placed in EDMS are stored in a secure repository and can be easily accessed and retrieved by authorized staff. **(1 Hour)**

☐ **LEADER Overview:** Los Angeles Eligibility Automated Determination Evaluation and Reporting System (LEADER) Overview. **(30 Minutes)**

☐ **LEADER Replacement System (LRS) Overview:** LRS will integrate and modernize the functionality of disparate legacy systems that currently support Los Angeles County Department of Children and Family Services and DPSS administered programs (i.e., LEADER, GEARS, GROW, APPS, AAPs, IFS, WCMIS, and EW Works). **(1 Hour)**

**COUNTY OF LOS ANGELES  
DEPARTMENT OF PUBLIC SOCIAL SERVICES**

**COMMUNITY SERVICES BLOCK GRANT PROGRAM  
FACT SHEET**

The purpose of the Community Services Block Grant (CSBG) Program is to assist low-income families and individuals to achieve economic self-sufficiency through a variety of programs and services which include, but are not limited to, employment services, counseling and education, housing assistance, emergency services, nutrition, youth services, and health-related services. Currently, DPSS contracts with 60 Community-Based Organizations for the provision of CSBG funded services across all five Supervisorial Districts. DPSS serves all areas of Los Angeles County except for the Cities of Los Angeles, Long Beach, Pasadena, Duarte, Monrovia, Sierra Madre, Arcadia, South Pasadena, and the unincorporated area of Altadena.

**Los Angeles County Population Density**

- 2,420 people per square mile.
- 3,444,342 housing units at an average density of 1,423 housing units per square mile.

**Housing**

- In Los Angeles County, Fair Market Rent for a one-bedroom apartment in 2013 is \$1,101, about 60% of the income of a family of four living at the federal poverty line.
- About 1 in 4 renters in Los Angeles County face extreme rent burden — paying 50% or more of their income on rent.

**Poverty Estimates**

- The federal poverty rate for Los Angeles County increased from 16.1% of the population in 2009 to 18.3% in 2011.
- More than 790,000 people in Los Angeles County live below the 2013 federal poverty threshold, which is only \$23,550 per year for a family of four.
- Over 1.5 million people live below twice the federal poverty threshold in 2013 or \$47,100 for a family of four.
- An estimated 25% of Los Angeles County's full-time workers earned less than \$25,000 per year in 2011.
- In 2011, there were approximately 51,000 homeless people within Los Angeles County.
- About two thirds of homeless persons in Los Angeles County are unsheltered.
- As of April 2013, the unemployment rate in Los Angeles County was more than 9.3%, which is higher than the State of California and the United States.

**CSBG Accomplishments in 2012**

Using \$6.6 million in CSBG funds, the Los Angeles County Community Action Agency, which is administered by the Los Angeles County Department of Public Social Services (DPSS), provided services through 60 Community-Based Organizations. Some of the accomplishments in Los Angeles County are as follows:

- Approximately, 13,000 individuals/ 4,800 families) received CSBG services in Los Angeles County.
- 4,413 Individuals/Families received emergency food and/or shelter services.
- 547 Individuals/Families received protection from violence.
- 1,170 Individuals/Families received some form of legal assistance.
- 1,476 senior citizens received services that helped them maintain an independent living situation. 387 of these senior citizens were individuals with disabilities.
- 711 youth increased their academic and social skills for school success.
- 635 youth improved social and emotional development.
- 774 parents improved their family functioning skills.

CSBG funds come from the U.S. Department of Health and Human Services and are distributed annually to the County by the State Department of Community Services and Development based upon a federally mandated allocation formula that considers the level of poverty (number of persons/families in poverty) in the local area. For the 2013 calendar year, DPSS received approximately \$5.7 million in CSBG funds.